



SENIOR CENTER
TRANSPORTATION SERVICES PROGRAM



Rider's Guidelines
May 2019

WHO MAY USE THIS TRANSPORTATION SERVICE?

The Irwindale Senior Center Transportation Services Program (“Program”) provides **curb-to-curb** transportation services to Irwindale residents who are fifty (50) years of age and older.

The Senior Center has two vans for transportation purposes; (one) 6-passenger van and (one) 8- passenger van with a lift for wheelchair purposes. Please notify staff when making your transportation arrangement if you are in need of the wheelchair accessible van.

Transportation services provided by the Irwindale Senior Center are NOT for medical emergencies. In an emergency, please call 911.

WHAT TRANSPORTATION SERVICES ARE AVAILABLE TO ME?

Our services include transportation to medical, dental, and vision appointments, as well as local transportation to the bank, post office, pharmacy, and Irwindale City Hall. We also provide transportation to the Irwindale Senior Center so that you may participate in the classes we offer and/or our lunch program.

TRANSPORTATION SCHEDULE

Service Day	Transportation Hours	Destination	Restrictions
Tue & Thurs Mon. – Fri.	9am- 10am 2:30 pm	Pharmacy	Drivers are prohibited from picking up your prescription(s). You are responsible for retrieving your prescriptions from the pharmacy.
Mon.- Fri.	8:30 am - 2:45 pm	Medical Appointments	
Mondays	8:30 am - 10:30 am	Local grocery store	Located within 5-mile radius of your home. Rotated between Superior, Stater Brothers, Smart and Final, and El Super
2 nd Tues. of the Month	8:30 am – 10:30 am	Shopping trips to Wal-Mart,K-Mart, Westfield Shopping Center, and Target	Due to space limitations and to minimize the potential for injuries to our drivers, we ask that passengers limit their purchases to an amount they can carry on their own. Shoppers should consider using a two-wheeled shopping cart for the items purchased.
Fridays	8:30 am – 12:00 pm	Bank and Post Office	Located within 5-mile radius of your home

HOW DO I ARRANGE FOR A RIDE?

First-time riders must complete the Transportation Services Program Registration Form prior to contacting the Irwindale Senior Center.

Riders must call (626) 430-2283, 24-hours in advance, to arrange for transportation. The Irwindale Senior Center is open Monday through Friday from 8:00 a.m. to 4:00 pm. Requests are taken on a first come first served basis and medical requests take precedence.

Please consider booking all of your appointments for errands, groceries, shopping, and medical appointments on a monthly basis.

When you call for a ride please provide the following:

- **Date and time of your appointment**
- **Name and address of your physician or destination**
- **Let us know if a companion will be riding with you**
- **Let us know if you require the wheelchair lift**

WHAT IF I USE A WHEELCHAIR OR OTHER ASSISTIVE EQUIPMENT TO AMBULATE?

The Program offers a curb-to-curb service. Riders must meet the van at the curb. To use the Program, you should be able to move around independently or with the assistance of a wheelchair, walker, or cane.

If you use a wheelchair and/or you are unable to stand or walk short distances, we have one 8- passenger van equipped with a wheelchair lift.

Both vehicles are equipped with sturdy steps with handrails on each side to help you with boarding the vehicle. Drivers can offer a hand or arm for support with boarding and exiting the vehicle, but they cannot physically lift or pick you up. Drivers **cannot lift** or transfer you from a seated to a standing position or lift a wheelchair when you are in it. Drivers are not allowed to assist you by walking with you or pushing your wheelchair. *If you need more help than an arm for support, a personal care attendant, friend, or relative will be needed to assist you on and off of the vehicle, out of your house and to your appointment.* **Please tell the Senior Center in advance if you plan to have a person accompany you on the bus.**

Note: If you are dependent on a wheelchair, a barrier free path or ramp that is built according to code is needed for you to get in and out of your house safely.

For safety reasons, we **cannot** transport you if you need immediate medical attention, are sedated or after an inpatient stay. This policy is established to ensure that the Irwindale Senior Center is providing the safest method of transportation possible to residents.

IS A PORTABLE OXYGEN TANK ALLOWED IN THE VAN?

You can take a portable oxygen tank on the vans. Just be sure that the tank is:

- functioning properly
- secured at all times during travel
- managed by you
- holding an adequate supply of oxygen for the trip

SERVICE LIMITATIONS

We strive our best to ensure that staff is available to accommodate your transportation needs, but on occasion we may be unable to accommodate your needs. As a result, we encourage and strongly recommend that you maintain a list of family, friends, and neighbors as back up to our service.

WHAT CAN I DO TO HELP THE SERVICE RUN SMOOTHLY?

A signed Transportation Services Registration Form and Waiver must be on file with the Irwindale Senior Center before you ride on the van/bus.

Rides must be requested through the Irwindale Senior Center office staff, in person or by calling (626) 430-2283. Drivers are not allowed to make appointments.

If you must cancel a ride, the Irwindale Senior Center requires as much notice as possible so that we can accommodate other people who need transportation.

Our vehicles may need to access your driveway. We ask that your driveway be passable (clear of trees, shrubs, etc.) so that we may provide safe and efficient service to you.

PLEASE BE READY FOR PICK UP ½ HOUR BEFORE YOUR APPOINTMENT TIME. The driver will wait at the pick-up location for 5 to 10-minutes; it is the rider's responsibility to be at the designated pick-up location at the pre-arranged time. Drivers cannot leave the vehicle to enter a building to look for you. Failure to be at the curb side pick-up location may result in the driver leaving the location. Please be mindful that the driver has a schedule to adhere to, as he/she has other individuals who need to get to their appointments.

HEALTH & SAFETY

Seatbelts must be worn at all times. Passengers must remain seated until the van/bus is parked.

Due to confined space on the vehicles and in consideration of other passengers, **please maintain proper hygiene and refrain from using perfumed products.**

The Irwindale Senior Center may refuse transportation to you if you:

- Engage in violent, seriously disruptive, or illegal conduct, or pose a direct threat to the health and safety of others.
- Are in possession of a weapon.
- Display objectionable conduct (such as, but not limited to, being under the influence of alcohol or illegal drugs, or participating in any form of harassing behavior).

SUGGESTIONS OR CONCERNS

If you have a compliment, suggestion, or concern regarding the transportation service, please contact the Irwindale Senior Center by calling 626-430-2283. We strive to provide excellent service in an efficient and cost effective manner.

Outlined below are the rules and regulations that govern the Irwindale Senior Center Transportation Program and all passengers are expected to observe them.

1. Use of the transportation service is for Irwindale Residents only.
2. Follow the Irwindale Senior Center Staff instructions at all times.
3. Smoking/tobacco products, illegal drugs, and alcoholic beverages are prohibited.
4. No animals allowed with the exception of service dogs.
5. Loitering or use of profanity will not be tolerated.
6. Vandalism and defacing of property will not be tolerated. Vandals will be prosecuted.
7. Proper attire and shoes are required when using the service. Please keep in mind that other passengers may be on the vehicle with you.
8. Staff will collect and hold lost and found items for a two-week period. After that time, items will be donated to a charitable organization.
9. Public display of amorous affection is not permitted and will not be tolerated.
10. With the exception of water, eating and drinking is prohibited.
11. No spitting, chewing tobacco, or gum is permitted in the vehicle.
12. The following activities are not permitted and will result in suspension or expulsion from the Irwindale Senior Center Transportation Program:
 - A. Fighting
 - B. Stealing
 - C. Property Damage/Vandalism
 - D. Loitering
 - E. Disorderly Conduct
 - F. Horseplay

G. Littering

H. Verbal abuse of staff or transportation users

I. Use of profanity.

13. We recommend that individuals carry appropriate identification in case of any emergency.

14. The City of Irwindale Senior Center reserves the right to add, amend, or delete rules as necessary, which will impact these rules as well.

15. No candles or incense may be burned in the vehicles.



SENIOR CENTER
(626) 430-2283

Transportation Services Program Registration Form

RIDER INFORMATION

Name: _____ Resident ID # _____

Address: _____

City: _____

Home Phone# _____ Cell Phone# _____

EMERGENCY CONTACT INFORMATION

Please provide us with someone to contact in case of an emergency:

1. Name: _____

Telephone #: _____

2. Name: _____

Telephone #: _____

REQUIRED INFORMATION

- 1. Do you have a disability? Yes No
- 2. Can you climb (3) 12 inch steps? Yes No
- 3. Do you have a companion who travels with you to assist you?
 Yes No
- 4. Do you live alone? Yes No
- 5. Can get into a car unassisted? Yes No

Please check any of the following items that you use or conditions that pertain to you:

- 6. I am: Hearing Impaired Visually Impaired Weak in the Legs
- 7. I use a: Walker Cane Portable Oxygen Tank Wheelchair
 Electric Scooter Electric Wheelchair

NOTE: If you use a wheelchair or scooter, please complete the following:

- 1. Do you manage the wheelchair independently; or is there an aide or family member that is physically able to assist you?
 Yes No
- 2. If electric scooter or electric wheelchair, please give estimated weight of chair ____ lbs.

SERVICE LIMITATIONS & WAIVER

City of Irwindale staff will use their discretion to ensure that transportation requests can be provided safely. The City of Irwindale may also refuse transportation to you if you engage in violent, seriously disruptive, or illegal conduct, pose a direct threat to the health and safety of others, are in possession of a weapon, display objectionable conduct (such as but not limited to being under the influence of alcohol or illegal drugs, or participate

in any form of harassing behavior) or when the schedule is full. The City of Irwindale cannot assume responsibility for being a resident's sole source of transportation. We advise all passengers to maintain family, friends, and neighbors as back up to the City of Irwindale Senior Center Transportation Services. In order to have transportation available to all older residents, we may limit the number of rides scheduled per month per person if the demand for rides exceeds the Senior Center's resources. Please read the description of the City of Irwindale Senior Center Transportation Services Program and the following waiver and then sign and date below. Return this form to Irwindale Senior Center.

The undersigned hereby agrees to defend, indemnify, and hold harmless the City of Irwindale and its officers, employees and agents from and against any and all loss, liability charges and expenses (including attorney's fees) and cost which may arise by reason of participation in any program. (The City does not provide accident, medical, liability, worker's compensation insurance or any other insurance for program participants). I hereby consent to emergency treatment as a result of accident or injury. I further agree to pay any and all costs incurred as a result of said treatment. I agree to carefully inspect and satisfy for myself that the facilities provided are reasonably safe for their intended use. Once having conducted the inspection, I hereby expressly assume the risk of participating at the premises. I understand the City retains the right to use photos taken during activities for publicity purposes.

I acknowledge that I will be solely responsible for the furnishing of necessary safeguards and appropriate equipment for protection against injury.

I have read this document and the document entitled City of Irwindale Senior Center Transportation Services Program and understand and agree to the terms and conditions contained in both documents.

Signature _____ **Date** _____